Volume 3, Issue 11 Home Appliances Newsletter November 2009

Samsung Electronics America

Samsung Tech Talk

Your source for service information

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Parts Department News

David Caldwell
Senior Manager, Parts Operations

GPCA Closure Schedule – During November, GPCA will close or do limited business on the following days:

Friday, November 20 – The GPCA warehouse will be closed for shipping and receiving due to semi-annual inventory. All other parts of the department will be open and operating as usual.

Thursday and Friday, November 26 and 27 – The GPCA office and warehouse will be closed in observance of Thanksgiving.

Please make a note of these dates and adjust your parts ordering accordingly.

Model Code Confirmation – Just a reminder that it is important to always confirm the exact model code when working on Samsung products. This is because we have many models with a similar model name prefix but a different model code. Consequently, the corresponding parts may be different. Also remember to ***not*** use the Service Manual to research part numbers as these are not updated after initial production. Instead, use the Exploded View, Quick Parts, or one of the other research tools available on GSPN to research the part. If all else fails, contact GPCA directly and one of our staff will gladly assist you to determine the correct part number to order.

GPCA Goes Green – As part of Samsung's overall commitment to environmental responsibility, the Rancho Dominguez, CA facility recently replaced all of its lighting fixtures with high efficiency lamps and ballasts. We expect this change will reduce our electrical consumption by half. This is the latest step in GPCA's efforts to reduce our impact on the environment. Earlier green projects have included advanced part recycling and reclamation efforts and the usage of environmentally friendly shipping and packaging materials. In the upcoming months, advanced solar panels will be installed on GPCA's roof along with a new, high efficiency heating/air conditioning system. These projects along with many other employee-led efforts will make the Rancho Dominguez facility one of the most energy efficient buildings in the area.

Part Research Update – As you may have noticed, there have been some issues with the Part Research tools on GSPN since Samsung transitioned to its new computer system. Rest assured our engineers are working day and night to restore the functionality so that it is better than ever. In the meantime, if you need Part Research assistance, please feel free to submit a Research Inquiry on GSPN or call GPCA at (800) 634-8276 Mon-Fri 7:00 am to 4:00 pm PST.

News From The Zones

RSE Agents
All Zones

Zone 1 (ME, VT, NH, MA, RI, CT, NJ, NY)

It's easy to become complacent or even judgmental about a customer's problem. "What's the big deal, they probably have two other TVs in the house" or "It's only an icemaker – they can survive without ice for a day or two". We need to be careful not to judge the customers motivations. We can be empathetic to their situation and possibly win a customer for life.

A servicer told me a story about a customer that had a problem with their ice maker. While he diagnosed the problem, the customer was moving around the house frantically, dusting, cleaning, and picking up. He told the customer he had to order a part and would return in a few days. The customer was beside herself when she got the news – she was hosting a small cocktail party that evening for her husband's co-workers and the NEW Boss! The servicer apologized for the inconvenience, got in his van, drove two blocks to the corner store and returned with two bags of ice. All the customer could say was WOW!

The servicer didn't have to go out of his way. It cost him two dollars and a few minutes of his time, but he won a customer for life. You can bet **his** customer will tell that story any time the topic of good service comes up or when a family member, friend, or neighbor needs service. Small investment, BIG returns.

While you can't be expected to carry bags of ice or a spare TV in your service van, you can look for ways to "WOW" the customer. A follow up call to make sure the repair was successful, a discount on future service, a thank you call for a referral…anything to make YOUR customer feel special and your service memorable. The "little things" DO count.

Zone 3 (NC, SC, GA)

This is an exciting time of change here at Samsung. We have changed our system to make it more centric, changed the locator to improve call management, and as most of you have heard, have moved our call center to South Carolina. The migration of the call center is not complete, so both call centers are still running in unison. When speaking with someone at the call center, make sure that you get the name of the person you are speaking with. This will assist your RSE should there be a need to contact that person. For example, the call center rep told you the company was extending the customer's warranty and the RSE needs to contact the rep to confirm the extension.

We appreciate your understanding and patience as we make these changes and strive to be the best in all that we do. In the end, the payoff will be great for everyone: customer, servicer, and Samsung.

Call Trackers Relocated

The Eastern Zone has moved all of its call trackers to the Greenville, SC facility. These trackers are there to assist in long term pending tickets and as a resource for you to use when they contact you. The Central Zone will be moving their trackers to the facility next, and then the West will follow to wind up the migration of all of the trackers.

Servicer News

Samsung has begun to launch an FE and ME (Master Engineer) center in many markets with the goal of getting 50 MEs on line by the end of the year. The MEs will be located in high call volume areas and will deliver a higher level of service to our customers. They will begin to change the perception of service centers as they win customers over with their exceptional service and hospitality.

Speaking of Hospitality

Samsung has launched the **Hospitality program**. This program is designed to help us gain market share and

News From The Zones

RSE Agents
All zones

(Continued from page 2)

provide a higher level of customer satisfaction. You can view this program now at https://my.plus1solutions.net/clientPortals/samsung/ . Look under the Training tab, select CE or HA. and then select on demand training. Then, scroll down to the bottom of the page and look for "2009 hospitality training course". You can also go directly using this link: https://my.plus1solutions.net/clientPortals/samsung/files/CE/training/html/ALL.

This course is not currently required of the ASCs, but is required of all ME and FE technicians. In the future, hospitality will be used as a part of the service centers KPIs and performance. You should become familiar with the practice and begin using it in your daily customer contact.

Zone 6 (MN, WI,IA,IL,MO,AR, OK)

One of the main reasons claims are rejected is the lack of a bill of sale. Warranty will pay a claim without the bill of sale if the date of manufacture is within 14 months of the warranty call. If you haven't received information at a Samsung training session on how to determine the date of manufacture using serial numbers, you can see this in the policy guide on GSPN. Your RSE can also get this information for you.

When you run a call, it is best to ALWAYS ask the customer for a copy of their bill of sale, and to keep a copy of it for your records if at all possible. Do NOT take the dispatch warranty information for granted. This is only what the customer has told the Samsung call center associate and may not be accurate. Get a copy of the proof of purchase information to make sure the call is covered under warranty, and to keep your records up to date for any possible future calls.

Zone 8 (AK, WA,MT, ND, SD, NE, WY, ID, OR, UT, CO, KS, NM)

Home Appliance training is underway in some markets. Please keep an eye out for additional information in Tech Talk.

Many thanks to our appliance trainer, Rich Robbins, for some great sessions recently in IL, WI and MN, and thanks to Twin Cities Appliance Service in Hopkins, MN for hosting the session in the Minneapolis / St. Paul area.

Zone 9 (NV, AZ, CA, HI)

I would like to extend a big thank you to all the ASCs that assisted in our Home Appliances training this October 6th, 7th, 8th and 9th in San Diego, Van Nuys and Cerritos, CA.

A special thanks to MARCONE and Appliance Rescues for allowing us to use their facilities and their personnel. A special thanks to our trainer, Paul Pieri, for providing details about our new refrigerators and for making the training easy for all to understand.

To all of you who attended the training, please remember to utilize our TA's as much as possible if you are stuck on a hard repair. We are here to help.

Please remember to keep on checking our monthly newsletter for HA training in your territory.

Right: WF448AAP Washer in Stainless Platinum

Top Repair Tips

Tony Ippolito
Manager—HA Tech Support

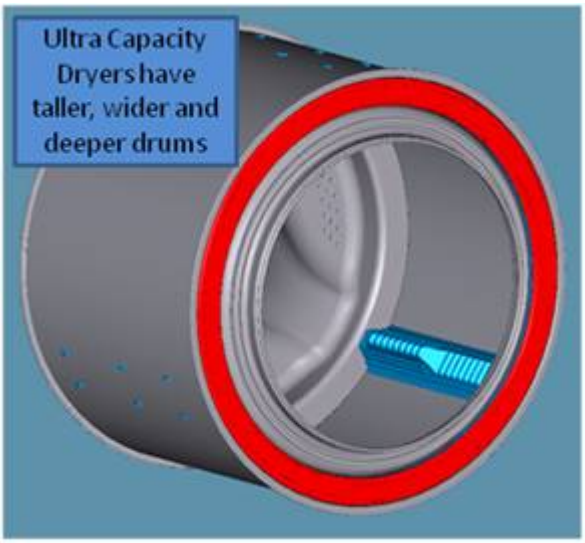
Models: DV448AEW/XAA,DV448AGW/XAA,DV448AGP/XAA,DV448AEP/XAC,DV448AEW/XAC,DV428AEW/XAC,DV428AEL/XAC,DV448AEE/XAA,DV448AGE/XAA,DV438AER/XAA,DV438AGR/XAA,DV448AEP/XAA,DV419AEU/XAA,DV419AGU/XAA,DV409AER/XAA,DV409AGR/XAA,DV409AEW/XAA,DV407AGW/XAA,DV407AEW/XAA,DV409AGW/XAA,DV438AEL/XAC,DV419AEW/XAA,DV419AGW/XAA,DV337AEG/XAA,DV337AEL/XAA,DV337AER/XAA,DV337AEW/XAA,DV337AGG/XAA,DV337AGL/XAA,DV337AGR/XAA,DV337AGW/XAA,DV337AEG/XAC,DV337AEL/XAC,DV337AER/XAC,DV337AEW/XAC,DV338AEB/XAA,DV338AGB/XAA,DV338AGW/XAA,DV338AEW/XAA,DV328AER/XAA,DV328AEG/XAA,DV328AGG/XAA,DV328AGR/XAA,DV328AEW/XAA,DV328AGW/XAA

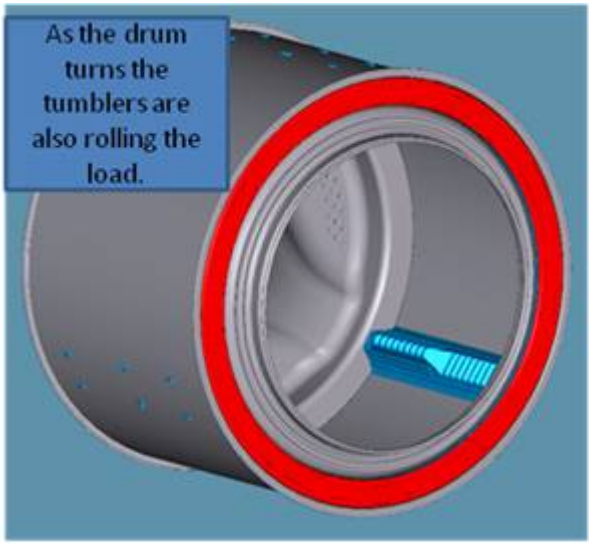
Issue: Sheets get tangled during dry cycle.

Design overview: Drum Tumblers are designed to roll the clothes as the drum turns to allow maximum air movement and ensure consistent drying. Drums are much larger in the Ultra Capacity models, creating the potential for tangling to occur.

Cause: Because of the larger drums in the Ultra Capacity models, it is possible for sheets and similar bedding items to get stretched out along the outer perimeter. As the drum turns, it is also rolling the sheets, causing the bedding to become tangled.

Resolution: Recommend the consumer use the Time Dry cycle and add a few towels to the load to prevent tangling.





Top Repair Tips

Continued

Models: RFG295AABP/XAA,RFG295AAPN/XAA,RFG295AARS/XAA,RFG295AAWP/XAA,RFG297AABP

Issue: Left side refrigerator door will not stay open.

Cause: Dispenser wire harness and waterline are foamed into the door liner and fed through the upper door hinge. When the product is new, the harness may be stiff, causing it to pull slightly on the door when it is open.

Resolution: Customer Education. This is normal, and other factors may contribute such as food load in the door and the leveling of the unit and doors. Only make leveling adjustments if needed, not to correct this problem. Normal use will loosen the harness and correct the problem.

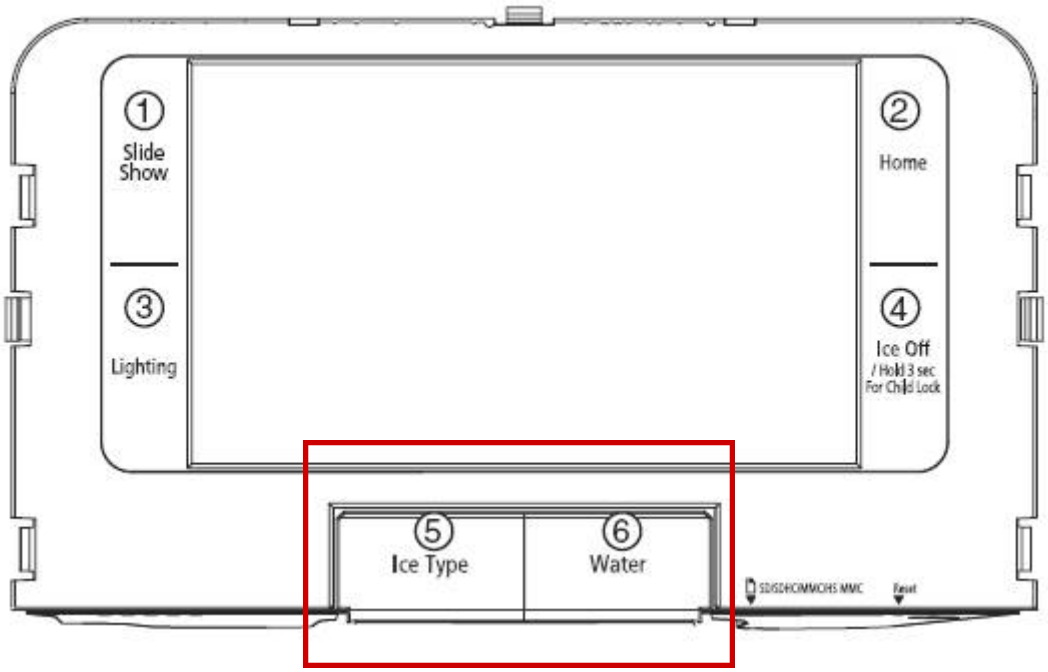
img1.gif
Metal Spring sleeve protects water line and a heavy vinyl sleeve protects wire harness where both are fed through upper hinge.

Top Repair Tips

Continued

Models: RFG299AARS/XAA, RFG299ABRS/XAA

These models have an LCD display which has a temperature conversion function. The temperature display can be changed to read degrees Fahrenheit or degrees Celsius. To change the display from one to the other, press the Ice Type and the Water buttons together for 8 seconds. See the diagram below.



Models: WF409ANR/XAA,WF409ANW/XAA

Description: New error codes for WF409 and WF419 washing machines are listed in the table below.

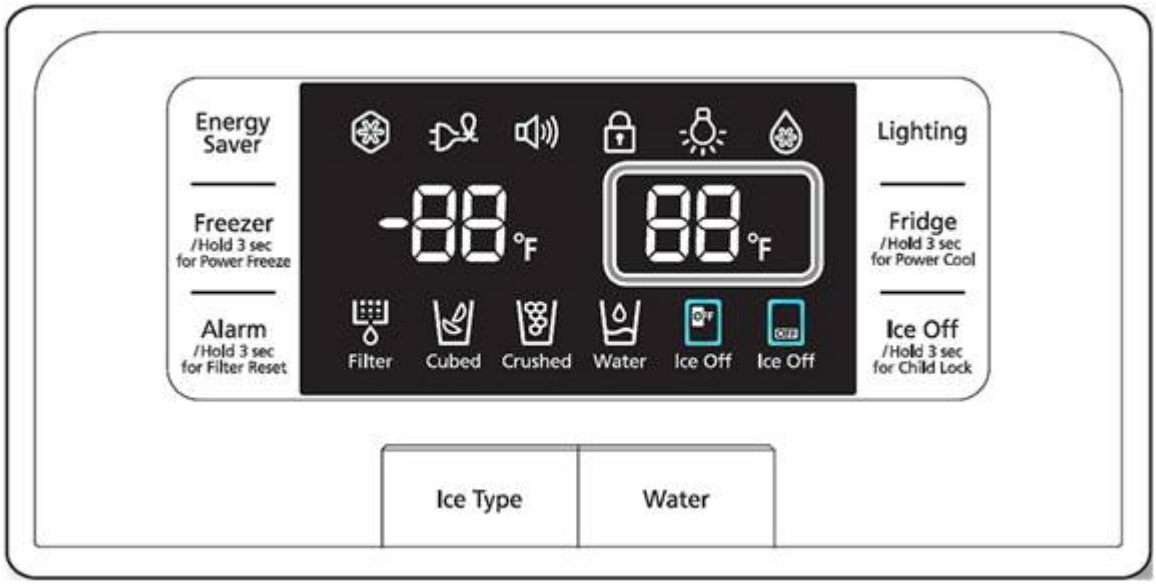
Error Code	Description	Corrective Action
AE	Communication error between the Main & Sub PCB	Check Main PCB, Sub PCB, and Wire harness. Replace Main PCB
SF1, SF2, SF3	System Error	Replace PCB

For full details on these tips, consult the GSPN website at http://service.samsungportal.com

Dual Ice Maker RFG298 model Refrigerator has independent Ice Maker control

Paul Pieri
Trainer—RTSC

Using the “Ice Off” button on the display, you can operate the two icemakers independently of each other. You have the flexibility of turning off one or both.



Fridge Ice off

This icon lights up when you activate the “Fridge Ice Off” feature. In this mode, the refrigerator ice maker is turned off.

Freezer Ice off

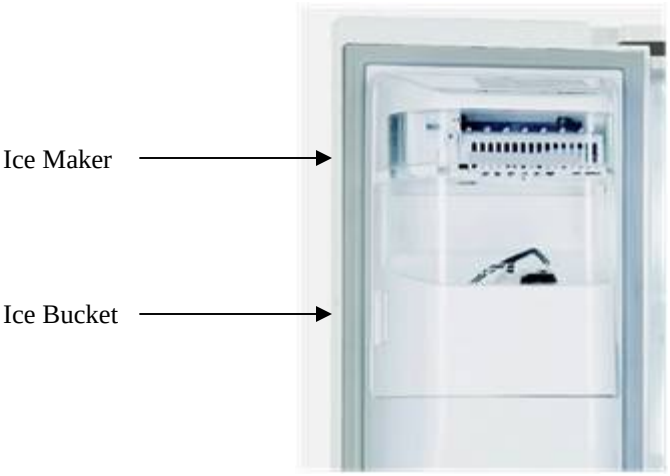
This icon lights up when you activate the “Freezer Ice Off” feature. In this mode, the freezer ice-maker is turned off.

RSG Model Refrigerator Ice Bucket Error

Paul Pieri
Trainer—RTSC

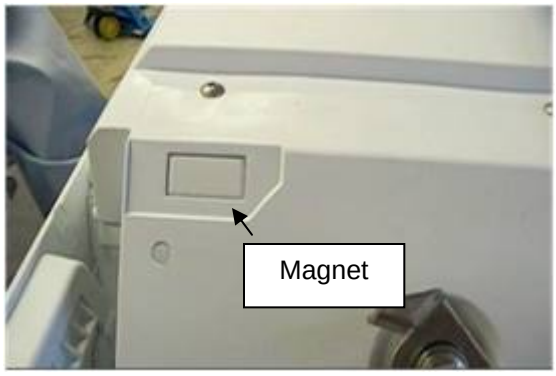
Louis Picchione
Assistant Manager—HA

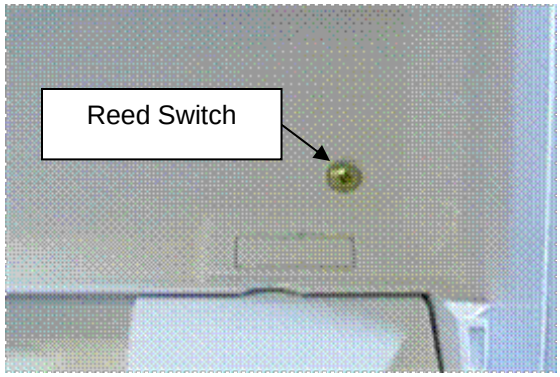
An error can occur if the ice bucket on the RSG model refrigerator is out of position. The RSG model is the large capacity side-by-side model with the icemaker mounted in the door and the ice bucket placed beneath it.



If the bucket is out of position, the "Ice Off" error indicator on the front display will blink.

If "Ice Off "icon is blinking, check the position of the ice bucket. If the bucket is in the proper position, check the magnet mounted on the bucket and the reed switch mounted in the door panel for a problem.





2009 Home Appliance Training Schedule

You can always obtain the most up to date training list by sending an email to training@sea.samsung.com.

The training for 2009/2010 will focus on new model Refrigerators, Laundry, Ranges, and Dishwashers. This includes troubleshooting and repair procedures for the new Inverter compressor, the Induction range, Steam laundry products, and common failures and best repair practices.

Date	City
11/10/2009	San Antonio, TX
11/11/2009	Austin, TX
11/12/2009	Dallas, TX
11/13/2009	Dallas, TX
12/02/2009	Carlstadt, NJ

Local authorized service centers will receive an invitation by email automatically. Please keep your ASC profile up to date so you can receive the most up to date training details. Be advised that we invite all ASCs within a 100 mile zip code radius of the training location. You may be invited to more than one training city. More training dates will be added in the next few weeks.

You can reserve your seat for training by emailing us at training@sea.samsung.com.

If you are willing to host up to 20 of your fellow local service professionals and have the floor space, we will consider providing training in your facility. Please contact training@sea.samsung.com for more information.

Additionally, Home Appliance training is available on-demand 24/7 at https://my.plus1solutions.net/clientPortals/samsung/.

We have recently added on-demand training for the AW series Refrigerators and the Induction range, which includes circuit descriptions and troubleshooting information.

TROUBLESHOOTING INVERTER COMPRESSORS

Jim Swift
Manager—RTSC

Steve Polzin
Tech Support Specialist

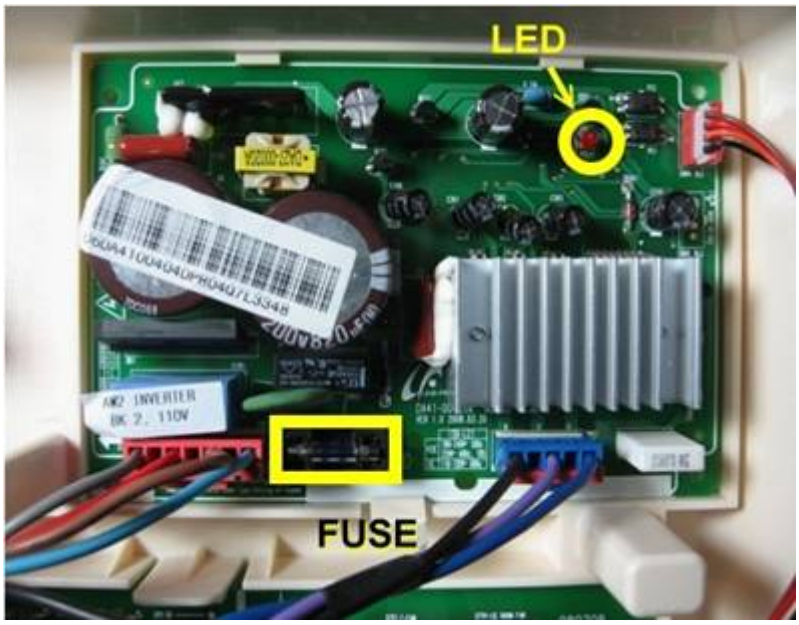
Samsung has introduced a number of refrigerators in the past year which incorporate an inverter type compressor. The inverter compressor design saves energy by allowing the compressor to run at variable speeds. A standard compressor turns on and runs at full speed until the temperature drops to the required value. Power consumption is higher because of the constant starting and stopping. By comparison, the inverter compressor speeds up and slows down to maintain the temperature. The compressor runs longer but at a slower speed, saving energy. This new design creates some challenges for troubleshooting.

ISSUE: Compressor Does Not Run

TROUBLESHOOTING: First, bypass the door switches and confirm the fan motors are running. If any of the fans are running, the main PCB is calling for cooling and the Inverter PCB should be receiving the signal to run the compressor. If the fans are off and the compartment is warm, this indicates the Main PCB incorrectly thinks the compartment is cold enough. A sensor, the sensor wiring, or the main PCB could be the problem. Verify the sensor and wiring by measuring the sensor voltage at the main PCB. A normal sensor should measure between 1 and 4 volts depending on the temperature of the compartment

If you determine the sensor and board are operating properly, follow the steps below to test the inverter and compressor.

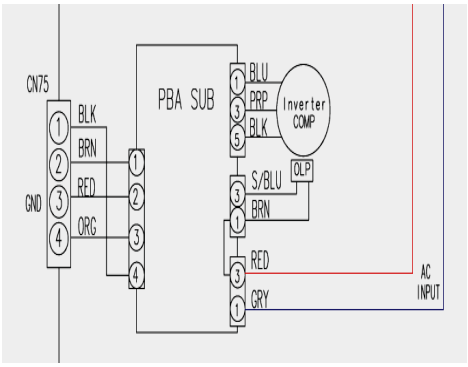
1. Access the Inverter PCB located directly above Main PCB on back of unit (this is in the compressor compartment on RSG models).
2. Check the status of the red LED.
3. If there is no LED operation, check the fuse.
4. If the fuse is good and 120VAC is present between the Red and GRY wires, replace the Main PCB.
5. If the LED is on or flashing, the Main PCB is probably working. All the remaining test procedures can be done from the Inverter PCB. Count the number of LED flashes and compare to the chart on the next page.



TROUBLESHOOTING INVERTER COMPRESSORS

Jim Swift
Manager—RTSC

Steve Polzin
Tech Support Specialist

Number of Flashes	Description	Test Procedure For All	# of Flashes and Suspected Failure Part
1	Startup Failure	1. Check the resistance of the Compressor windings. They should measure approximately 10 ohms between BLU /PRP, BLU/ BLK, and PRP/BLK. 2. Check the Over Load protector "OLP". It should measure a short circuit between the silver/blue and brown wires to the compressor. 120vac should be present between RED/GRY 3. If all the tests pass, follow the chart to the right and replace the parts listed as determined by the number of LED flashes. 	1. Commonly the Inverter PCB but can also be a bad compressor
2	Smart Power Module (SPM) Fault		2. Inverter PCB
3	Position Detector Failure		3. Inverter PCB
4	Motor Locked		4. Compressor
5	Low Voltage		5. Compressor & Inverter PCB
6	Over Voltage		6. Compressor & Inverter PCB
7	Reserved		7. Compressor & Inverter PCB

TROUBLESHOOTING INVERTER COMPRESSORS

continued

Issue: The compressor is running, but the compartment is warm.

Note: This scenario assumes there is no sealed system leak or restriction. Use standard sealed system troubleshooting to test this process.

Troubleshooting: Access forced operation mode to verify the compressor speed changes properly. As you cycle through the FF1 (High Speed), FF2 (Medium Speed), and FF3 (Low Speed), wait 5 seconds between modes and listen for the compressor speed changes. You can also measure the current draw in each mode to verify the proper operation. If the speed does not change, there is probably a bad transistor.

Solution: Replace the inverter PCB.

Above: The RF263AERS 26 cubic foot refrigerator in Stainless Steel.

EVALUATING SENSOR CYCLE DRYING COMPLAINTS

Steve Polzin
Tech Support Specialist

Ultra Capacity Models such as the DV448 have a large 7.4 cubic foot drum. The large size of the drum can lead to customer confusion or complaints when customers use the Sensor Dry Cycles. You can often resolve these complaints by providing customers with a clear understanding of the Sensor Dry Feature and proper Customer Education. Common complaints include;

- The clothes are wet when the cycle completes.
- The dryer shuts off too soon.
- The dryer runs for 5 minutes, and then shuts off.

These complaints are often the result of loads that are too small or loads that contain a mix of unlike materials such as Permanent Press shirts and towels, jeans and sheets, etc.

How Does Sensor Dry Work?

Sensor Dry automatically measures the moisture in the load when wet clothes move across the moisture sensing bars located in the front of drum. During Sensor Dry, times are determined by moisture levels detected in the clothing and by the size of the load. The time that is displayed at start up is a pre-estimated time. In the first 3 minutes of operation, the Samsung Dryer makes an initial measurement of moisture. As a result, the actual drying time can increase, decrease, or stay the same. The dryer makes further measurements throughout the cycle and automatically adjusts the time as needed including advancing to Off when no moisture is detected. For Sensor Dry to work properly, it is important the load is large enough so that clothing consistently makes contact across the two moisture sensor bars located in the front of the drum.

Customer Education Points

- Explain to customers that they should fill Sensor Dry loads to a minimum of 60 to 70% of the drum's capacity to ensure proper operation. For smaller loads, customers should select Time Dry.
- Point out that they should confirm they have selected the desired dryness level (from very dry to damp dry) .
- Explain that, for best results, they should always dry like items together — towels with towels, jeans with jeans etc. This ensures consistent and accurate dryness levels**.**
- Provide a simple explanation of how the moisture sensing feature operates.
- Remind the customer that the DV448 has an ultra large capacity drum.

You can find complete troubleshooting procedures for all models in the Service and Training Manuals found on the GSPN Web Site. Don't forget to check out the extensive library of Service Tips and the recently added Video Tech Tips.

GUIDELINES ON BILLING YOUR WARRANTY CLAIM WITH PARTS

Jet Nyamwange
Warranty Dept.

Parts Ordering Procedure

All parts MUST** be purchased from Samsung, via the GSPN website (http://service.samsungportal. com) as this is the fastest and most accurate method of processing your order.

If the GSPN website ordering is not available, you may place your order via Fax at 800-248-0498. The fax must include company name, account number, address, PO number, part number description and/or location, quantity needed, and model code

****Exception:** HA Authorized Service Centers (ASC) may buy parts from Marcone.

Billing Your Warranty Claim with Parts

All claims Submitted with **Parts valued at $2 or higher MUST** have a valid **Samsung** Parts Invoice Number**

On your Warranty Claim: Enter Parts used, Quantity, and Invoice Number *(as displayed below).*

NOTE: DO NOT omit the Parts Invoice Number when billing your Warranty Claim. This may result in short pay, as the invoice number is the determining factor for Parts Unit Price.

**If you bill without SEA parts invoice number, the system will default to the current Parts price.*

Home Appliance ASCs

You are allowed to buy parts from SEA OR Marcone.

Using Parts Purchased from Marcone:

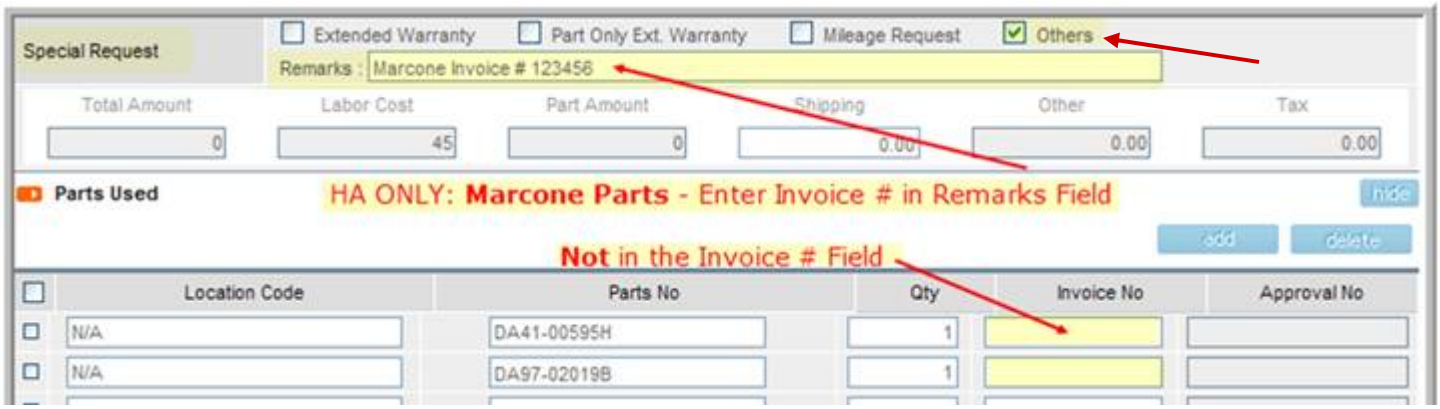
You **must** provide the following information on the Warranty Claim under the REMARKS Field:

- Name of Distributor
- Invoice number

The remarks field is available to you if you select the check box Others which is located under the Special Request section on your warranty claim. See the screen capture on the next page.

GUIDELINES ON BILLING YOUR WARRANTY CLAIM WITH PARTS

Continued.



NOTE:

Parts from Marcone will be credited at SEA prices ONLY. It's the ASC's responsibility to audit their Warranty Credited Parts and contact Marcone for the difference in Parts Credit, if any.

GSPN Updates

Jim Foster
Editor

We encourage you to use our GSPN site to find the latest service bulletins to aid you with your repairs.

http://service.samsungportal.com

HA Service Bulletins uploaded to GSPN October, 2009:

Bulletin Number	Subject	Applicable Models
ASC20091015001	Running production change, Door Assembly Connectors.	RSG257AA**
ASC20091015002	Running production change, Ice Maker and Auger Motor.	RSG257AA**
ASC20091023001	Middle wire rack difficult to slide in and out.	FTQ307NWGX
ASC20091027001	Customer can select only Medium, High, or Turbo fans speeds only. Low or Off cannot be selected.	SMK9175ST/XAA

To access service bulletins on GSPN, follow these steps:

1. Visit http://service.samsungportal.com.
2. Login using your **User ID** and **Password**.
3. Click “Documents” at the top, and then click “Product Information” in the left column. The Product Information menu appears.
4. Click “Service Bulletin” (Local) to bring up the Service Bulletins.
5. To search for a bulletin, enter the bulletin number in the search window at the upper left. If for some reason the bulletin does not appear, you can still search for it using the “Select Depth 1, 2, and 3” drop-down menus.

Samsung Electronics America
105 Challenger Road
Ridgefield Park, NJ 07660

Phone: 201-229-4251

The information in this bulletin is published for experienced repair technicians only and is not intended for use by the public. It does not contain warnings to advise non-technical individuals of possible dangers in attempting to service a product. Only experienced professional technicians should repair products powered by electricity. Any attempt to service or repair the product or products dealt with in this information by anyone else could result in serious injury or death. Information provided in this bulletin is subject to change or update without notice.

Samsung's Thanksgiving Word Search

Y P A P U R G T C G S L O N
S N U E S N Y I E R O L L S
M G S M Y U H R K N T A O O
Y O R S P R I U N F A S U D
F V E E M K T T R A T U B R
N R A I E E I P U U O N N K
A V T R S N E N F O P O S R
M S B R G R B F P P T C N M
E B O E A N I E T I E K A R
O I L B R N T B A O E G O T
O F I N G L O S D N W P E K
S O T A T O P D E H S A M S
S T U R K E Y O O Y G Y R T
N R O C S U A T R T P S O L

1. Turkey
2. Gravy
3. Mashed Potatoes
4. Cranberries
5. Pumpkin Pie
6. Rolls
7. Stuffing
8. Sweet Potatoes
9. Green Beans
10. Corn